

# **The Goodyear Tire & Rubber Company**

**Akron , Ohio 44316 - 0001**

March 12, 2002

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U S Govt Gsa

Crystal Mall # 4

Washington, DC 20406-0001

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Year:                      Make:                      Model: 15 Passenger Van

Your Vehicle Identification Number:

## **IMPORTANT SAFETY PROGRAM**

Dear 15 Passenger Van Owner:

The Goodyear Tire & Rubber Company has determined that some of the Load Range E tires it manufactured in the past for use on 15-passenger vans (with or without the fifth row seat) have experienced tread separations. According to the National Highway Traffic Safety Administration ("NHTSA"), these vans are more prone to roll over following a tread separation than many other vehicles using similar tires because of the vans' size and handling characteristics. If a tire on such a van were to experience a tread separation, particularly at high speeds and if the van is fully-loaded, there is a possibility for loss of control and a crash.

Since you are an owner of such a van, Goodyear is encouraging you to see if you have any of the tires listed below on your van (including the spare tire). If so, you should contact our company and make arrangements to accept free replacement of any of these tires with the latest design that have an enhanced measure of durability. This offer of free replacement extends through September 30, 2002.

## **DESCRIPTION OF TIRES COVERED AND HOW YOU CAN IDENTIFY THEM**

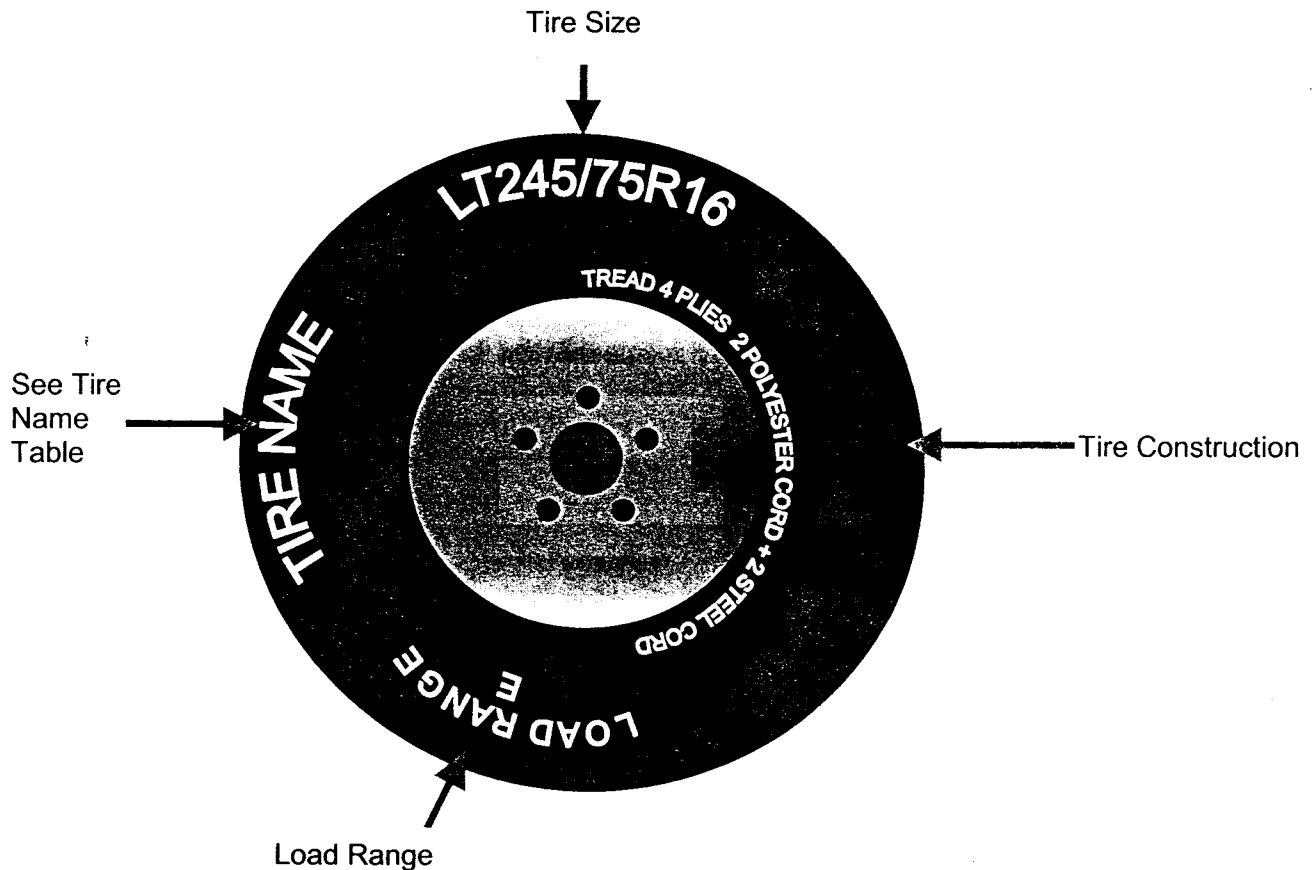
If you have one of the tires listed in the following chart on your van and: (1) the size is LT245/75R16; (2) the sidewall stamping reads "Load Range E"; and (3) the sidewall stamping reads, "TREAD 4 PLIES (2 POLYESTER CORD + 2 STEEL CORD)," then your tires are eligible for free replacement. A depiction of a sample tire appears on the next page. If you are not sure if your tires are covered, and to identify the closest authorized Goodyear retailer, you can call 1-866-797-8977.

### COVERED TIRE NAMES

Goodyear Wrangler	Path Trac	Trail Finder
Goodyear Workhorse	Pathfinder	Trail Handler
Goodyear Tracker	Pathmax	Trail Mark
Goodyear Radial H/T	Pos-I-Traction Radial Trac	Trail Rebel
Kelly Safari	Power King	Trail Trac
Big O Arapahoe	Range Rider	Trailboss
Big O Big Foot	Revenger	Turbo-Tech
Big O Sun Valley	Ridge Runner	Ultra-Tech
Country Squire	Roadeo Boots	USA Sport
Embassy Desperado	Rough Rider	Wild Country
Hoosier Radial	Sentry	Wild Spirit
Ironman	Super Sport	Wild Track
Land Rover	Trail Boss	Winston Winner
Landair	Trail Buster	
Landquest	Trail Climber	
Parnelli Jones	Trail Cutter	

### INSTRUCTIONS ON HOW TO READ THE TIRE SIDEWALL

Sidewall stamping appears on both sides of the tire:



(not to scale and not meant to depict the exact location of where the stampings are on your tire)

## **HAVING YOUR TIRES REPLACED**

To have your tires replaced with more durable Goodyear Brand tires at no charge by a convenient Authorized Goodyear Retailer, please call 1-866-797-8977. A Goodyear Retailer will make an appointment for free replacement of any covered tire.

The enclosed Tire Procurement/Replacement form will be used by the Goodyear Retailer when replacing your current tires. Please bring it with you to the retailer when having your tires replaced.

## **IF YOU HAVE A PROBLEM**

If an authorized Goodyear retailer is unable to, or fails to, make the necessary replacements, free of charge, please contact Goodyear Consumer Relations, D728 at 1144 East Market Street, Akron, Ohio 44316, or by calling toll free 1-800-321-2136.

You may also contact the Administrator of the National Highway Traffic Safety Administration (NHTSA), 400 Seventh Street, S.W., Washington, D.C. 20590, or call the NHTSA's toll free Auto Safety Hotline at 1-888-327-4236.

## **IMPORTANT TIPS ON CARING FOR YOUR TIRES**

Tires are the only part of your vehicle that touch the road and demand an appropriate amount of attention. A NHTSA survey has found that many vehicles are operated with at least one tire in a substantially under-inflated condition. Vehicle operators should be well versed in the following tips on proper tire care and maintenance:

- Air pressure should be checked often, at least once per month, and before every journey. The pressure for the Load Range E tires on these vans is higher than that recommended for passenger cars and other light vehicles, with a different pressure for the front and rear tires. The proper inflation pressures are located on the driver's door placard. Under-inflation is a tire's enemy and can increase treadwear, generate excessive heat, and lead to tread separation.
- Tread depth should be checked to make certain it is greater than 2/32nds of an inch to assure sufficient traction for varying road conditions. One simple (although unscientific) measurement, is to use a Lincoln head penny and insert the head of the penny toward the tire inside the tread. If, once you've placed the penny inside the tread, you can see the top of Lincoln's head, you need a new tire.
- You should also make certain your tires are properly balanced, and are rotated every 6,000 to 8,000 miles, or in accordance with your vehicle manufacturer's instructions. Also, make sure your wheels are properly aligned.

# TIRE PROCUREMENT/REPLACEMENT FORM

## GOODYEAR CUSTOMER SATISFACTION CAMPAIGN

Goodyear Retailer: Complete this form per instructions outlined in PSB#2002-07  
Tire Replacement – Return completed form with tires for processing.  
Tire Procurement – Fax completed form to 1-866-263-5778

### OUTLET & CLAIM INFORMATION

Outlet Name: \_\_\_\_\_ Outlet City: \_\_\_\_\_  
Nonsig #: \_\_\_\_\_ Claim/Invoice #: \_\_\_\_\_ Date \_\_\_\_\_

### CONSUMER INFORMATION

Consumer Name: U S Govt Gsa Street Address: \_\_\_\_\_  
City: \_\_\_\_\_ State.: \_\_\_\_\_ Zip Code: \_\_\_\_\_  
Phone: (\_\_\_\_) - \_\_\_\_\_ - \_\_\_\_\_

### VEHICLE INFORMATION

Year: \_\_\_\_\_ Make: \_\_\_\_\_ Model: \_\_\_\_\_  
Vehicle Miles/Kilometers: \_\_\_\_\_  
Vehicle Identification # (VIN): \_\_\_\_\_

Section 1

### LT245/75R16 LRE REPLACEMENT TIRE INFORMATION - must record DOT #'s of replacement tires.

Product Code: \_\_\_\_\_ Tire Size: \_\_\_\_\_ Tire Type: \_\_\_\_\_

DOT # 1:                  
DOT # 2:                  
DOT # 3:                  
DOT # 4:                  
DOT # 5:                  
Tire Quantity:

Section 2

### REMOVAL TIRE INFORMATION - must record DOT #'s of removal tires.

Tire Size: \_\_\_\_\_ Tire Type: \_\_\_\_\_

DOT # 1:                  
DOT # 2:                  
DOT # 3:                  
DOT # 4:                  
DOT # 5:                 :

Section 3